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# FEDS\_HEAL



## Purpose

To provide a brief overview of the program and the procedures for requesting services through the FEDS\_HEAL network.



# FEDS\_HEAL



## Definition

FEDS\_HEAL is a network that links provider resources to include the Veterans Health Administration (VHA), the Department of Health and Human Services Division of Federal Occupational Health (FOH), and participating independent providers to furnish physical exams, immunizations, dental exams, designated dental treatment, and other specified diagnostic services to units and individuals of the U.S. Army Reserve and the Army National Guard.



# FEDS\_HEAL



## Outline

- Background
- Services
- Key individuals
  - + Responsibilities
- Procedures / AVS
- Key Issues
- Working Initiatives
- Questions



# Background (Funding)



- Available through OMAR dollars
- Centrally funded
- Locally managed
- Fully funded in out years

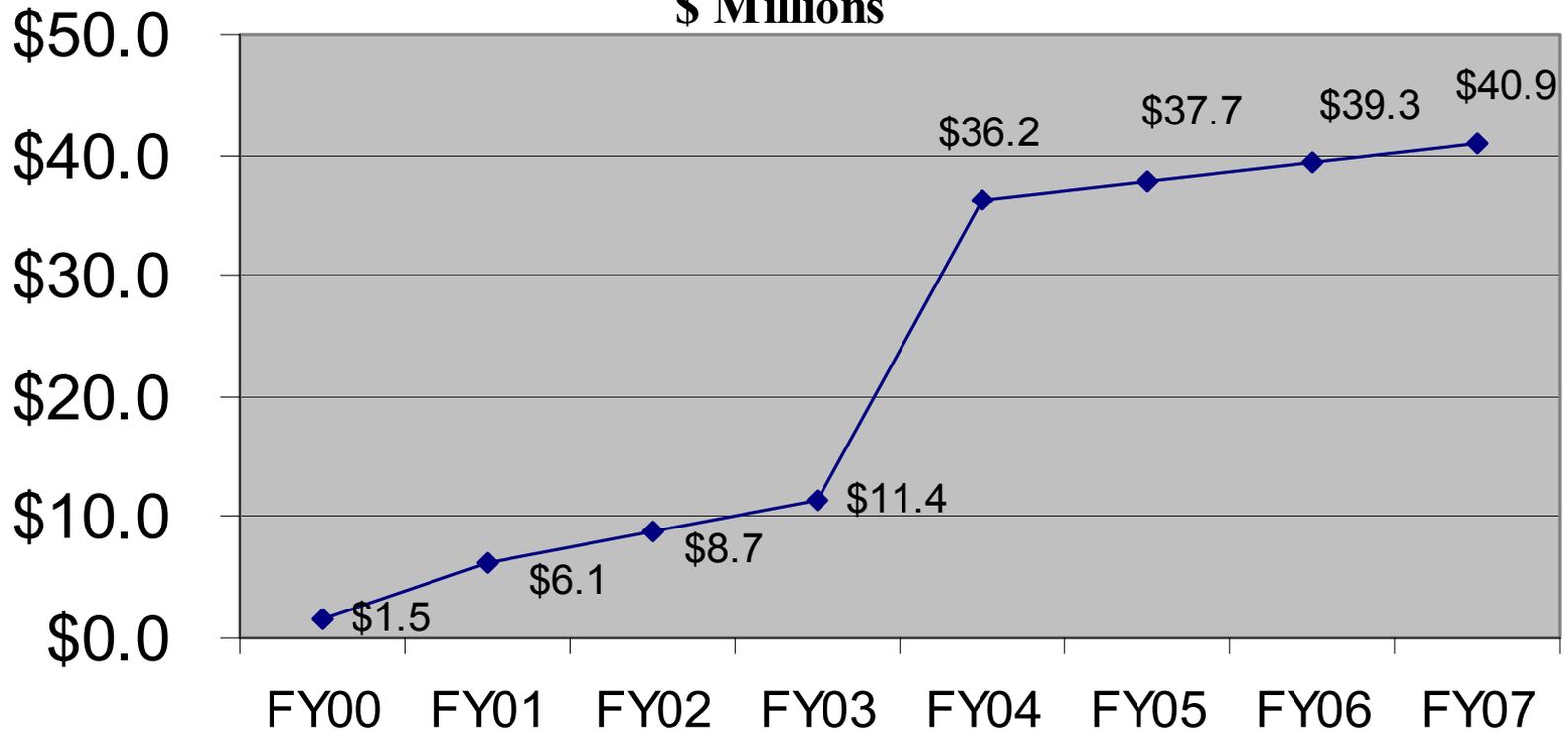


# Background (Funding)



## Army Reserve Funding

\$ Millions





# FEDS\_HEAL Services



- Medical / Dental requirements
  - + 5 year periodic physical (2 year early deployers >40)
  - + Induction/accession physical (chapter 2)
  - + Authorized immunizations (mass only)
  - + Annual dental exam
  - + Title 10 early deployer dental restoration to class 2
  - + Dental restoration on limited basis for deployment
- Automated Voucher System (AVS) request
- Services rendered locally
- Information “top loaded” into MEDPROS database
- Digital copy available



# Key Individuals



- Unit level POC
- Approval Authority (RSC / STARC level)
- Program Office (FHPO)
  - + Providers ( VA, FOH, Civilian)
- FOH (contract owner)
- USARC (Program Coordinator)
- OCAR (Funding / Policy)



# Responsibilities



## Unit

- Identify services needed (MEDPROS)
- Complete and submit request electronically
- May pre-coordinate services with provider in certain instances
  - + VAMC
  - + Organic assets
- Print completed voucher and give to service member
- Scheduling of appointment
  - + unit
  - + service member



# Responsibilities



## Regional Support Command / Approval Authority

- Subject Matter Experts for FEDS\_HEAL
- Monitor funding
- Prioritize resources
- Approve / disapprove requests for services
- Review samples annually for regulatory compliance
- Review profiled exams and those with disqualifying conditions



# Responsibilities



## FEDS\_HEAL Program Office (FHPO)

- Assign and authorize a network provider for approved requests for services
- Coordinate services with network provider
- Review documentation of services provided
- Forward completed documentation to appropriate unit or command for action



# Responsibilities



## FEDS\_HEAL Providers

- Administer scheduled services per contract
- Validate service members voucher
- Forward completed documentation to FHPO
- Submit spreadsheet for payment of services



# Responsibilities



## FOH

- Owns the contract with DoD
- Provide the FEDS\_HEAL Program Office
- [Maintain the web site](#)
- In charge of billing and paying



# Responsibilities



## U.S. Army Reserve Command (USARC)

- Monitor execution of the FEDS\_HEAL program
- Facilitate changes and improvements
- Resolve problems and issues related to operational concerns
- Analyze data and provide feedback to OCAR
- Ensure services comply with Army Regulation
- Distribute management reports provided by FOH



# Responsibilities



## Office of the Chief of the Army Reserve (OCAR)

- Establish contracts
- Resource the funds (POM)
- Provide the policy for use of FEDS\_HEAL



# Procedures



## Unit

- Identify services needed - physical exams within 90-180 days of expiration date
- Go on line to the MODS home page located at <http://www.mods.army.mil>
- Click on the FEDS\_HEAL AVS “hot button”
- Complete information for log-on ID and password
- Authorization / password will be returned electronically
- Log on to the Automated Voucher System (AVS)
- Generate request electronically and submit



# AVS Tutorial



**AVS** Automated Voucher System

This system will allow the unit to determine which of their soldiers require services, request vouchers for these services, and then track the vouchers the unit has submitted.

**Proceed To Login**

New User Registration **Tutorial**

**Check for latest update  
and print for easy reference**



# AVS Region Screen



The screenshot shows a web browser window displaying the AVS (Automated Voucher System) Region Manager interface. The browser's address bar shows a search engine (Y!) and a 'Customize' dropdown. The AVS logo is in the top left corner of the page. A navigation bar contains buttons for 'Update Your Profile', 'Search', 'Help', 'Print', 'Feedback', and 'Logoff'. The main content area has a green background and displays a welcome message: 'Welcome Region Manager to the AVS Website' followed by 'Name: MAJ KATHRINE PONDER Region: VA'. Below this is a 'Region Actions' section with buttons for 'New Requests (0)' and 'Approve Unit Users'. To the left of a central blue box is a 'Pending Providers' section with buttons for 'Budget', 'Reports', and 'Unit'. To the right is a 'Status' section with buttons for 'Pending (0)', 'Completed (0)', and 'Voided (0)'. The browser's taskbar at the bottom shows the MSN logo and window controls.



# AVS Unit Screen



The screenshot shows a web browser window displaying the AVS (Automated Voucher System) Unit Manager interface. The browser's address bar shows a search engine (Y!) and a search box. The AVS logo is in the top left corner of the page. A navigation bar contains buttons for 'Update Your Profile', 'Search', 'Help', 'Print', 'Feedback', and 'Logoff'. The main content area has a green background and a central grey panel titled 'Unit Actions'. This panel contains several buttons: 'Generate Requirements' (circled in red), 'Process Vouchers', 'Mass Vouchers', 'Scheduling', 'Print (0)', and 'Delete'. Below the 'Unit Actions' panel, there are two columns of buttons. The left column is titled 'Status of Vouchers' and includes 'HHQ (0)', 'FHPO (0)', 'Change UIC', and 'Reports'. The right column is titled 'Status of Services' and includes 'Pending (0)', 'Completed Services', and 'Voided (0)'. A large blue rectangular area is positioned between these two columns. At the bottom of the page, a footer reads 'Generate Vouchers As Directed By Approval Authority'.



# AVS

## Generate Requirements



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**AVS** Automated Voucher System | Update Your Profile | Search | Help | Print | Feedback | Logoff

*NOTE: This query will generate a roster of soldiers (1) in the selected unit (2) who are due the selected service (3) in the selected timeframe. Dependent upon the size of the data returned, this query may take longer to finish. Please be patient and allow the query to complete.*

**Overdue Search**

UIC:

SSN:  (Optional; only digits)

Time Frame:  (Required for Immunization, Physical Exam, and Standard Profile)

Service Type:  Standard Profile (See table below)

Immunization

Medical

Dental

**Standard Profile (\* Multi-dose vaccine):**

HPA	Hepatitis A*
MXX	MEASLES, MUMPS & RUBELLA



# AVS

## Generate Requirements



AVS Automated Voucher System

Update Your Profile Search Help Print Feedback Logoff

the selected service (s) in the selected time frame. Depending upon the size of the data returned, this query may take longer to finish. Please be patient and allow the query to complete.

### Overdue Search

UIC: All

SSN: (Optional; only digits)

Time Frame: Overdue (Required for Immunization, Physical Exam, and Standard Profile)

Service Type:

- Standard Profile (See table below)
- Immunization
- Medical
- Dental

Select

Select

Select

Physical Exam, periodic

11/1 blood draw [99195] Phlebotomy

Search Cancel

### Standard Profile (\* Multi-dose vaccine):

HPA	Hepatitis A*
MXX	MEASLES, MUMPS & RUBELLA
OXX	POLIO
PHYEX	Physical Examination, periodic



# AVS

## Generate Requirements



AVS Automated Voucher System

Update Your Profile Search Help Print Feedback Logoff

the selected service (s) in the selected environment dependent upon the size of the data returned, this query may take longer to finish. Please be patient and allow the query to complete.

### Overdue Search

UIC:

SSN:  (Optional; only digits)

Time Frame:  (Required for Immunization, Physical Exam, and Standard Profile)

Service Type:  Standard Profile (See table below)  
 Immunization   
 Medical   
 Dental   
  
Dental Exam, periodic [00120]  
Panagraph x-ray [00330]  
Approved Treatment Plan  
Dental Exam, Deploying Soldier

Standard Profile (* Multi-dose vaccine):	
HPA	Hepatitis A*
MXX	MEASLES, MUMPS & RUBELLA
OXX	POLIO
PHYEX	Physical Examination, periodic



# AVS Name List



AVS Automated Voucher System

Update Your Profile Search Help Print Feedback Logoff

### Unit Overdue Roster

For W7XKAA ; Time Frame: 0 days; Service Type: MEDICAL

*\*MM/DD/YYYY or \* indicates overdue date or no record available respectively.*

SSN	Name	Rank	UIC	PHYEX
[REDACTED]	MOHLER JASON RYAN	SGT	W7XKAA	*4/1/1997
[REDACTED]	SEELEY JIMMIE WAYNE II	CPT	W7XKAA	*
[REDACTED]	STECKER SHANE PATRICK	PFC	W7XKAA	*
[REDACTED]	WEAR MATTHEW EDWARD	CPT	W7XKAA	*

Create a New List  
 Add to Existing List

Enter Name:

Select One:

OK Cancel

Total Number of Overdue Records: 4

Medical Definitions:	
PHYEX	Physical Exam, periodic
XAB	Alcohol, blood [82055]
XDS	Drug screening, 5-panel urine [80100]
XXX	Drug and Alcohol screening, 10-panel urine [30463]
XPB	Pregnancy, blood [84702]



# AVS Process Voucher



The screenshot shows a web browser window displaying the AVS (Automated Voucher System) website. The browser's address bar shows 'Customize' and 'msn'. The website header includes the AVS logo and navigation buttons: 'Update Your Profile', 'Search', 'Help', 'Print', 'Feedback', and 'Logoff'. The main content area has a green background and displays a welcome message: 'Welcome Unit Manager to the AVS Website' followed by 'Name: MAJ KATHRINE PONDER UIC: W7XKAA'. Below this is a 'Unit Actions' menu with buttons for 'Generate Requirements', 'Process Vouchers', 'Mass Vouchers', 'Scheduling', 'Print (0)', and 'Delete'. The 'Process Vouchers' button is circled in red. To the left of a central blue box is a 'Status of Vouchers' section with buttons for 'HHQ (0)', 'FHPO (0)', 'Change UIC', and 'Reports'. To the right is a 'Status of Services' section with buttons for 'Pending (0)', 'Completed Services', and 'Voided (0)'. At the bottom of the interface, a grey bar contains the text 'Generate Vouchers As Directed By Approval Authority'.



# AVS Process Voucher



**AVS** Automated Voucher System

Update Your Profile Search Help Print Feedback Logoff

### Requirement Lists

To create voucher(s) from a list name, Click on List Name.  
To delete a specific list name, Click Delete button on that row.

List Name	Created Date	Action
<a href="#">test 1a</a>	5/3/2002	Delete

Return To Unit Main Menu



# AVS Process Voucher



AVS Automated Voucher System

Update Your Profile Search Help Print Feedback Logoff

### Generate Vouchers (test 1a)

Org.	F/H	SSN	Name	Rank	UIC	Service
Create Org.	Create F/H		ARNOLD BILLY JOE JR	SSG	W7XKAA	<input checked="" type="checkbox"/> PHYEX
Create Org.	Create F/H		CALLAHAN JAD TIMOTHY	SGT	W7XKAA	<input checked="" type="checkbox"/> PHYEX
Create Org.	Create F/H		CLEMENS STEPHEN LEE	SPC	W7XKAA	<input checked="" type="checkbox"/> PHYEX
Create Org.	Create F/H		KAMPS ELIZABETH ANN	SGT	W7XKAA	<input checked="" type="checkbox"/> PHYEX
Create Org.	Create F/H		KIDBY SCOTT WILLIAM	SSG	W7XKAA	<input checked="" type="checkbox"/> PHYEX
Create Org.	Create F/H		PORTER JAMIE DAN	SGT	W7XKAA	<input checked="" type="checkbox"/> PHYEX
Create Org.	Create F/H		RUSSELL BUSTER JR	SFC	W7XKAA	<input checked="" type="checkbox"/> PHYEX
Create Org.	Create F/H		SMITH MARVIN NMN	CPT	W7XKAA	<input checked="" type="checkbox"/> PHYEX
Create Org.	Create F/H		WATSON DOUGLAS CHARLES	MAJ	W7XKAA	<input checked="" type="checkbox"/> PHYEX
Create Org.	Create F/H		WHETZEL CINDY ANN	SFC	W7XKAA	<input checked="" type="checkbox"/> PHYEX
Create Org.	Create F/H		YOUNG ALBERT THOMAS IV	SFC	W7XKAA	<input checked="" type="checkbox"/> PHYEX

Back Return To Unit Main Menu



# AVS Process Voucher



AVS Automated Voucher System

Update Your Profile Search Help Print Feedback Logoff

SSN: [REDACTED]  
DOB: 6/29/1961  
UIC: W7XKAA  
Rank: SSG  
Address: [REDACTED]  
City: [REDACTED] State [REDACTED] Zip [REDACTED]  
Phone: [REDACTED] (ie. 1234567890)  
Issued Date: 7/31/2002  
Service Type: FEDS\_HEAL

Service	Description	Due Date
PHYEX	Physical Exam, periodic	11/1/1995

Preferred Zip Code: [REDACTED]

Budget For: Readiness

Notes: (If precoordinated, please indicate provider location and date here.)

- Readiness
- Contingency
- Oversea Deployment Training(ODT)
- Return To Duty(RTD)??

Submit to Region Cancel Search for Scheduled Appointments



# AVS Process Voucher



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**AVS** Automated Voucher System

Update Your Profile Search Help Print Feedback Logoff

SSN: Z360Z0105  
DOB: 6/29/1961  
UIC: W7XKAA  
Rank: SSG  
Address: [ ]  
City: [ ] State [ ] Zip [ ]  
Phone: [ ] (ie.1234567890)  
Issued Date: 7/31/2002  
Service Type: FEDS\_HEAL

Service	Description	Due Date
PHYEX	Physical Exam, periodic	11/1/1995

Preferred Zip Code: [ ]  
Budget For: **Readiness** [ ]  
Notes: [ ]  
(If precoordinated, please indicate provider location and date here.)

Submit to Region Cancel Search for Scheduled Appointments



# AVS Printing Voucher



The screenshot shows a web browser window with the AVS (Automated Voucher System) interface. The browser's address bar shows 'Customize' and 'msn'. The AVS logo is in the top left corner of the page. A navigation bar contains buttons for 'Update Your Profile', 'Search', 'Help', 'Print', 'Feedback', and 'Logoff'. Below this, a welcome message reads: 'Welcome Unit Manager to the AVS Website' followed by 'Name: MAJ KATHRINE PONDER UIC: W7XKAA'. The main content area features a 'Unit Actions' menu with buttons for 'Generate Requirements', 'Process Vouchers', 'Mass Vouchers', 'Scheduling', 'Print (0)', and 'Delete'. The 'Print (0)' button is circled in red. Below the menu are two panels: 'Status of Vouchers' on the left and 'Status of Services' on the right. The 'Status of Services' panel has a 'Pending (0)' button circled in red. A footer at the bottom of the interface reads 'Generate Vouchers As Directed By Approval Authority'.



# Procedures



## Unit

- Check status of requests regularly
- Requests will be completed depending on the criteria being requested
- Check voucher for accuracy, review with service member and sign as indicated
- Make sure service member has all the documentation needed for services requested



# Procedures



## Unit

- Scheduling appointments
  - + unit - may be pre-coordinated in mass (must be indicated under comments on the request)
  - + unit - may schedule **with** coordination from service member
  - + service member - may schedule at his convenience but must be made prior to expiration of voucher
- “No Show” - failure to cancel a scheduled appointment without 24 hours notice to the authorized provider
  - + responsibility of the service member
  - + Commanders will be held accountable and asked to submit a written explanation for “no shows” in their command



# Procedures



## Regional Support Command / Approval Authority

- Control log-on ID and passwords for AOR
- Review and approve all requests in AOR
- Command Surgeon will review physicals that do not meet retention standards
- Command Surgeon will review and complete profiles generated from the FHPO



# Procedures



## FHPO

- Establish nationwide network of providers
- Ensure services comply with Army Regulations
- Assign and authorize a provider for approved requests
- Receive, process and review all documentation of services provided
- Forward completed physicals to appropriate authority
- Provide data that will be used to update MEDPROS



# Procedures



## FOH

- Ensure providers receive payment for services
- Reconcile any differences with provider



# Key Issues



- FEDS\_HEAL does not provide “instant services”
- Documentation from service member is essential
  - + copy of previous physical
  - + copy of current profiles
  - + civilian medical documentation
- All USAR TPU members must use the AVS to request services
  - + tracking
  - + generates shipment of supplies to provider
- AR-PERSCOM is responsible for support for IMA and IRR soldiers



# Key Issues



- “Rush requests” will incur an additional service fee
- All USAR Hospitals still performing PE or HIV testing must contact the FHPO to be established as a network provider
- All USAR physicals must be processed through the FHPO
  - + electronic copies
  - + HIV results
  - + top load information into MEDPROS
  - + standardization of profiling
  - + QA of all physicals to Army Regulation per AR 40-501

**Remember common courtesy and professional behavior at all times. Report of contact for violations.**



# Working Initiatives



- Pilot in 99th RSC (two fold)
  - + updating MEDPROS with historical data
    - ends mid-December
    - sending records to FHPO
    - on site updates
  - + scheduling appointments directly with soldiers
    - once request made by unit
    - direct contact with soldier and provider
    - send kit with supplies and instructions
    - call and remind 3 days before appointment
    - follow up with provider



# Working Initiatives



- MEDPROS link on RLAS
  - + medical information database
  - + certain fields will be top loaded
  - + point of service entry for immunizations
- Other types of physicals
- Deployment Health Tracking
- Computerized RC Health Record
- FEDS\_HEAL support for:
  - + Pre & Post deployment examinations
  - + Pre & Post deployment questionnaires
  - + Occupational Health



# Working Initiatives



- Profiling system for Army being revised by OTSG
- Functional Capacity self-assessment being considered
    - ✓ Plain language evaluation
    - ✓ Ability to perform military-related activities, exercise, and APFT
    - ✓ Drawn from current DA Form 3349, Physical Profile, and AR 40-501, Standards of Medical Fitness
  - Examining physician *medically* evaluates limitations indicated
  - Self evaluation, physician's review, and supporting documentation to FEDS\_HEAL Program Office (FHPO)



# Working Initiatives



## Profiling through FEDS\_HEAL

- FHPO reviews and assigns profile
- PULHES entered by FHPO into MEDPROS
- No data entry of permanent PULHES by units
  - ✓ Convening authority changes Physical Category Code upon MMRB
- Standardizes profiles across Army Reserve
- Screen out ineligible prior to mobilization



# FEDS\_HEAL



# Questions?



# Background (Continuing Shortfalls)



## Internal Fixes Result in:

- Diversion from mission essential training
- Limited Geographic Coverage
- Unfunded support requirements (Lab, Supply, etc.)
- Increased indirect costs (*\$68 per diem avg.*)
- Performance shortfalls...
  - Outdated Physical Examinations – **15-25 percent**
  - Early deployer dental treatment - **0 percent compliance**
  - Historic Dental Class 3 rate – **30-40 percent**  
(Equal to that of the insured civilian population)
- No mechanism to track services required, support obtained, resources, or compliance



# Background (2001 Milestones)



- FEDS\_HEAL extended to all RSCs
  - ✓ Less the 7<sup>th</sup> ARCOM
- Interim Automated Voucher System (IAVS) fielded
  - ✓ Built by FOH
  - ✓ Web based
  - ✓ To be used until permanent system fielded
- FEDS\_HEAL Program Office (FHPO) contracted
  - ✓ Open Procurement by FOH
  - ✓ Incumbent (LHI, LaCrosse, WI) appointed
- AR-PERSCOM starts use for IMA/IRR (8 Nov 01)



# FHPO Information



## Productivity through June 02

- 56,975 orders processed by FHPO
- 37, 357 requests for physical exams and/or immunizations
- 10,456 requests for dental exams or services



# FHPO Information



Currently 792 active/authorized medical providers in network, and growing

- Army-----74
- FOH-----62
- VAMC-----66
- Private-----590

Dental network is online  
Over 14,000 dentists in this network  
currently 722 are active

Information as of June 02